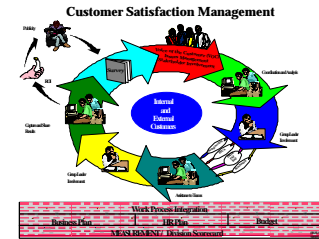


ROQ

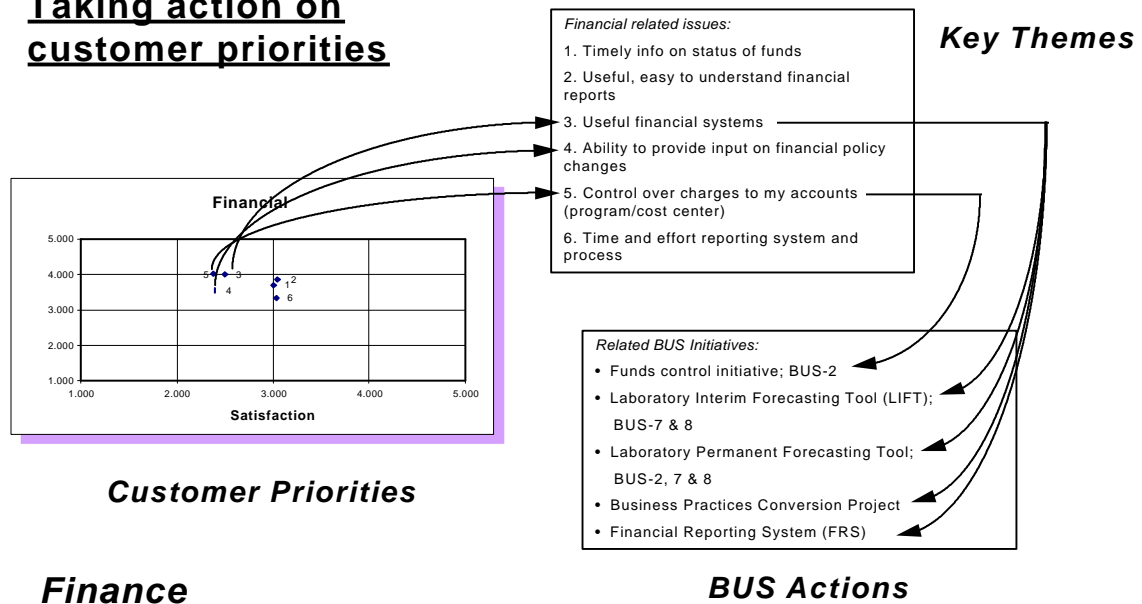
Return on Quality



BUS Internal Customers Are Heard

BUS Division has conducted “Voice of the Customer” interviews with internal customers from 21 of the 26 LANL organizations supported by BUS Business Teams. The VOC process employed by BUS uses interviews to identify key customer issues. A paperless survey is then used to allow customers to identify their priorities for action. The process allows BUS to understand and focus on customer priorities. The BUS Quality Support Office is currently supporting 11 active Business Team VOC initiatives with refresher training, consultation, and analysis services. One hundred and thirty-four BUS employees have been trained in VOC techniques.

Taking action on customer priorities



Finance

BUS Division Quality Support Office

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